

INTISARI

Sesuai dengan Peraturan Menteri Kesehatan Republik Indonesia No. 26/MENKES/Per/I/1981, resep harus ditulis dengan jelas dan lengkap. Sebagai media komunikasi non verbal yang sah antara dokter dan apoteker, resep berpotensi menimbulkan *miscommunication*. Berdasarkan hal tersebut, dilakukan penelitian mengenai persepsi dokter, apoteker, asisten apoteker, dan pasien mengenai kelengkapan resep dan kemudahan pembacaan tulisan dalam resep.

Penelitian ini bersifat observasional deskriptif dengan rancangan *cross sectional*. Instrumen penelitian berupa kuisioner skala likert. Data yang diperoleh diolah dengan statistik deskriptif.

Hasil penelitian menunjukkan bahwa 30% dokter, 70% apoteker, dan 89% asisten apoteker menyatakan semua aspek kelengkapan resep penting untuk dimuat dalam resep, sementara 33% pasien setuju apabila aspek alamat pasien tidak dimuat. Mengenai kemudahan pembacaan resep, 25% apoteker, dan 40% asisten apoteker menyatakan bahwa tidak ada resep yang tidak jelas dan tidak terbaca dalam pelayanan resep satu bulan terakhir, sementara 62% pasien mengungkapkan bahwa resep yang mereka peroleh tidak jelas dan tidak terbaca. Faktor yang mempengaruhi ketidakjelasan tulisan menurut 51% dokter yaitu, tulisan memang sudah terbentuk tidak jelas sejak awal, atau bakat sejak lahir tergantung kekhasan tulisan dokter. Secara umum, dapat disimpulkan bahwa responden berkecenderungan setuju apabila resep ditulis dengan jelas, mudah dibaca, dan memenuhi semua aspek kelengkapan resep.

Kata kunci: persepsi, dokter, apoteker, asisten apoteker, pasien, kelengkapan resep, *legibility*

ABSTRACT

In accordance with the regulation from Minister of Public Health No.26/MENKES/Per/I/1981, a prescription ought to be written clearly and completely. As legal non verbal communication media for physician and pharmacist, a prescription was potentially causing miscommunication. It could be a main cause of medication error. The key way to prevent that miscommunication was trying to understand and share perception from others. In the matter of this fact, a study concerning perceptions of physician, pharmacist, pharmacist assistant, and patient about the completeness and the legibility of prescription was conducted.

The research was an observational descriptive with a cross- sectional design. The main instrument of this study was questionnaire likert scales. The achieved data then analyzed by using descriptive statistics.

The result of this study indicated 30% physicians, 70% pharmacists, and 89% pharmacist assistants agreed that all completeness aspects of prescription was necessary to write on the prescription, while 33% patient agreed that address of the patient did not have to write on the prescription. While about the legibility of prescription, 25% pharmacists and 40% pharmacist assistants showed that there were not illegible and unclear prescriptions in a month service later. But, 62% patient revealed that prescriptions they got were unclear and. illegible. Factors related to unclarity of writing, 51% physicians had opinion that the handwriting was formed since childhood, depend on characteristics of physician's handwriting. As generally, can be concluded that responden inclined to agreed if the prescription write in clear, legible, and fulfill all the completeness of prescription.

Kata kunci: perception, physician, pharmacist, pharmacist assistant, patient, completeness of prescription, legibility